

Services Page QC Checklist: Individual Pages

Overview

- Page Name & Page Title are identical and use initial caps
- Service summary contains the rhetorical question + answer
- Template Name is OC Default
- Page has been published

Top WYSIWYG content

- Rhetorical question is formatted using class "emphasis-box-1"
- Voice for rhetorical question & answer are consistent w/other Services

Bottom WYSIWYG content

- Only used as necessary

Modes of Interaction

As many modes as possible have been created and formatted as:

- Online
- In-Person
- By Mail
- By Phone

The H3 headings are:

- Formatted using sentence case
- Properly rendering Steps-1-2-3 numbering
- Whenever possible, using the following terms:
 - Check your eligibility
 - Create an account
 - Gather your information
 - Make a payment
 - We'll review your request

Overall content meets City of Orlando style guide standards. Most common use cases:

- The City of Orlando used only the 1st time on a page, then switch to "the city" or "we", etc.
- First use of acronyms are spelled out
- No Oxford commas
- Times formatted like 2-9 p.m. and 9:30 a.m. – 1:30 p.m.
- Responsive times phrased using business days (usually two)
- Day of the week precedes dates
- Spell out numbers one through nine. Use numerals for 10 and above.

Buttons:

- use initial caps
- properly link
- do not display an external link icon (see Jamie for this fix)

Text links:

- Use proper casing
- Have useful words highlighted (no “click here”)
- Display an external link icon when appropriate (see Jamie for this fix)

Contact Details

- Phone number formatted with dots
- Email populated, all lowercase

Location Details

- Venue name = department name
- Street address is populated with no abbreviations, includes Floor #
- Locality is set (usually “Downtown Orlando”)
- Zip code is present

Supporting Information

- Contains a side panel named “related services”
 - Contains a content list of OC Services with a label relevant to the Service Page
 - Is the last side panel, if others have been created (rare)

Content Labels

- Contain both at least 1 department (ORL-DPT) and 1 service (ORL-Serv) label

Settings

- All “Hide from” checkboxes are unselected (unless this is a redirect page for a Service that is in more than 1 location)
- Review date has been set to 6 months in the future
- Owner is a current employee
- URL addresses have been cleaned up (only certain admins can do this)

Services Page QC Checklist: Category Pages

- Service copy is roughly the same length
- Order of Services makes sense according to user volume